DOCUMENT RESUME

ED 395 182 CE 071 639

AUTHOR Nelson, Elizabeth A.
TITLE Bibliography for the Hospitality Industry.
PUB DATE 6 May 96
NOTE 9p.
PUB TYPE Reference Materials - Bibliographies (131)

EDRS PRICE MF01/PC01 Plus Postage.
DESCRIPTORS Adult Education; Annotated Bibliographies; Dictionaries; Directories; Encyclopedias; Food Service; Guides; *Hospitality Occupations; Hotels; Occupational Home Economics; Postsecondary Education; Secondary Education; *Statistics; *Textbooks; Tourism; Vocational Education; Waiters and Waitresses

ABSTRACT

This annotated bibliography is a sample collection of reference materials in the hospitality industry suitable for a small academic library. It is assumed that the library has a general reference collection. Publication dates range from 1992-96, with two publication dates in the 1980s. No periodicals are included. The 41 reference materials are divided into these categories: 19 guides, handbooks, and manuals; 4 dictionaries and encyclopedias; 1 bibliography; 7 directories; 3 indexes; and 7 sources of statistics. Each entry follows this format: author(s) or editor(s), title, publisher, date of publication, and annotation. Materials specifically for college students or potential college students include a guide for researching and writing a thesis in hospitality and tourism and a guide to college programs in these fields. (YLB)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

ED 395 182

BIBLIOGRAPHY

FOR THE

HOSPITALITY INDUSTRY

BY
ELIZABETH A. NELSON
MAY 6, 1996

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION
CENTER (ERIC)

☑ This document has been reproduced as received from the person or organization originating it.

☐ Minor changes have been made to improve reproduction quality.

• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

PERMISSION TO REPRODUCE THIS MATERIAL HAS BEEN GRANTED BY

C. A. Nelson

TO THE EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)."

CE 071 639

BEST COPY AVAILABLE

BIBLIOGRAPHY

This annotated bibliography is a sample collection of reference materials in the Hospitality Industry suitable for a small academic library. It is assumed that the library has a general reference collection. Titles in the Hospitality Industry have international coverage in the areas of lodgings, food service and travel and tourism. These titles are suitable for students and professionals in the field. Most of the literature is current, publication dates ranging from 1992 to 1996 with two publication dates in the 1980's. Titles including one database are gathered in six broad areas: guides; handbooks and manuals; dictionaries and encyclopedias; bibliographies; directories and indexes. It was decided that because of the brevity of the bibliography, having sub divisions by subject would not be practical. Periodicals are not included.

BIBLIOGRAPHY

GUIDES , HANDBOOKS AND MANUALS

1. Beaudry, Mark H. Contemporary Lodging Security. Boston: Butterworth - Heinemann, 1996.
   A general guide for education and training. Includes organizational structural policies and procedures, property perimeter and exterior and legal issues.

2. Beger, Florence, and Bonnie Farber. The On-Track Trainer: A Training Handbook for Hotel & Restaurant Managers. Ithaca: School of Hotel Administsration Cornell University, 1992.
   Training methods and techniques including multicultural issues.

3. Borsenik, Frank D., and Alan T. Stutts. The Management of Maintenance and Engineering Systems in the Hospitality Industry. New York: John Wiley & Sons, Inc., 1992.
   Covers managing maintenance and engineering departments, energy and energy management systems, reading blueprints, computer applications for maintenance and engineering, heating refrigeration, air conditioning, etc., waste and pollution.

4. Coltman, Michael M. Financial Control for your Hotel. New York: Van Nostrand Reinhold, 1991.
   An accounting text that provides examples and terminology from the hospitality industry.

5. Conducting a Feasibility Study for a New Restaurant: A Do-It-Yourself Handbook. Washington, D.C.: National Restaurant Association, 1983.
   Procedures and examples for researching the market area, surveying potential competitors, analyzing a selected site, developing a restaurant concept and constructing a financial statement.

6. Dahmer, Sandra J., and Kurt W. Kahl. The waiter and Waitress Training Manual. New York: Van Nostrand Reinhold, 1996.
   Covers types of table service and settings, safety, sanitation, emergency procedures, computer system and wine and bar service.

7. Escoffier, Marcel Robert, and Shirley Dennis-Escoffier. Restaurant Operations and Controls: A Practical Guide. Englewood Cliffs: Prentice - Hall, Inc. Inc., 1986.
   Guide to practical aspects of running a restaurant. Emphasis is on computerizing.

8. Hinkin, Timothy R. Cases in Hospitality Management: A Critical Incident Approach. New York: John Wiley & Sons, Inc., 1995.
   Incidents are representative of situations student will face soon after entering the workplace. Incidents deal with a variety of managerial issues, such as decision making, communication, planning, discrimination, performance appraisal, sexual harassment, cultural differences, etc.

9. Loken, Joan K. The HAACP Food Safety Manual. New York: John Wiley & Sons, Inc., 1995.

Developed for NASA in the 1960's. Hazard Analysis Critical Control Points represents the new tool to enhance food safety management, looks at food preparation step by step to identify the causes of potential problems and to establish corrective or control measures. Illustrated with flowcharts and diagrams. Complete with posters, transparency masters, and other valuable training aids.

10. Miller, Jack E. Menu Pricing & Strategy. New York: Van Nostrand Reinhold, 1992.

The purpose of this manual is to assist students and owners in menu development and pricing. There are calculations to determine prices and income break evens. Includes sales, goal values and other areas that need to be factored in to determine profit. Shows different ways to develop menus and pricing strategy - concepts, principles and alternatives.

11. North American Profiles. Austen: Weissman Travel Reports, 1995.

Loose-leaf. Also called Weissman Travel Reports. These are also international. Profiles various geographical locations throughout the world giving historical background, weather, what to wear, transportation, banks, insider tips, sight seeing, shopping, etc. Concise, excellent ready reference.

12. Official Cruise Guide. Secaukus: Reed Travel Guide, 1996.

Annual. Contains information on more than 140 cruise lines and 350 ships. Includes deck plans, ports profiles, ship profiles, booking information, sailing schedules and destination maps.

13. Official Hotel Guide. Seacaucus: Reed Travel Group.

Annual. Provides in-depth booking and descriptive information (including classifications) on 30,000 hotels around the world, Includes 3 volumes, each containing specific geographic areas, which are further broken down into states/countries and within this, hotels are listed alphabetically under city or area headings. An alphabetical index of all hotels listed in the guide can be found at the front of volume 1.

14. Official Meeting Facilities Guide. Se caucus: Reed Travel Group.

Seem Annual. Contains geographical index, convention centers and CUB index, map and destination report index, cross reference index, airlines and meeting facilities profiles both in the United States and abroad.

15. Poynter, James M. How to Research and Write a Thesis in Hospitality and Tourism: A Step by Step Guide for College Students. New York: John Wiley & Sons, Inc., 1993.

Helps students pull together the various components of a theses in an organized coherent fashion. Included are developing and original thesis, conducting a literature review, footnotes and bibliographies, how to obtain record and analyze and interpret data.

16. Reed, Lewis. SPECS: The Comprehensive Food Service Purchasing and Specification Manual. New York: Van Nostrand Reinhold, 1993.

Contains information on purchasing polices, food, quality controls, and storage and handling procedures. Sample forms for bids, ordering, receiving and issuing. Quality controls and Federal Regulations are covered in detail.

17. Reich, Allan Z. The Restaurant Operator's Manual. New York: Van Nostrand Reingold, 1990.

Contains much of the information recognized as standard operating procedures for restaurants. Contains forms for various pre-opening and operational needs. Includes personnel management training, menu and kitchen management, dining room management, bar management, cost and financial management, purchasing, sanitation, equipment, marketing, restaurant safety and security.

18. Rushmore, Stephen. The Computerized Income Approach to Hotel - Motel Market Studies and Valuations. Chicago: Appraisal Institute, 1990.

Focuses on aspects of hotel valuation and market analysis that are particularly enhanced by computerization, e.g. quantifying local supply and demand, forecasting revenue and expenses and performing discounted cash flow analysis.

19. Rushmore, Stephen. Hotels and Motels: A Guide to Market Analysis, Investment Analysis and Valuations. Chicago: Appraisal Institute, 1992.

Essential to appraisers and analysts who want to provide the most uniform, up-to-date advice to investors and other clients active in the hotel - motel industry. Presents logical procedures for gathering and processing data, developing financial forecasts and investment analysis and estimating value.

DICTIONARIES AND ENCYCLOPEDIAS

20. Khan, Mahmood A., and Michael D. Olsen, Turgut Var, eds. VNR's Encyclopedia of Hospitality and Tourism. New York: VanNostrand Reinhold,1993.

Articles are authored and referenced. Covers food service management, hotel management, travel and tourism.

21. Metelka, Charles J. The Dictionary of Hospitality, Travel and Tourism. Albany: Delmar Publishers, Inc., 1990.

Essential handy reference for all newcomers to the field who are likely to be inundated by the many technical terms that make up the language of hospitality, travel and tourism. More than 3,000 entries that are clear and accurate and cross over into various disciplines. Ideal for reference in the business environment.

22. Portigo, Josette, and Cheryl Walsh, eds. Glossary of Hospitality Terms. East Landsing: Educational Institute of the American Hotel & Motel Association, 1995.

Approximately 3,300 entries. Definitions are brief. Includes jargon.

23. Steadman, Charles E., and Michael L. Kasauana. Hospitality Management Library. East Landsing: Educational Institute of the American Hotel & Motel Association, 1991.

25 volumes. Each volume is authored and covers a different subject. Some areas are front office, purchasing, accounting, sanitation, conventions, human resources and marketing.

BIBLIOGRAPHIES

24. Sawin, Philip, Denise Madland, Mary K. Richards, and Jana Reeg Steidenger, eds. A Literature Guide to the Hospitality Industry. New York: Greenwood Press, 1990.
Included are dictionaries and encyclopedias, handbooks, periodicals, abstracts and indexes, databases, bibliographies, association publications, directories and statistics.

DIRECTORIES

25. Directory of Chain Restaurant Operators. Tampa: Business Guides, Inc., 1993.
Basic company information, information on number of units, catering services, projected closings, types of food service, franchise group headquarters, home delivery, liquor sold, menus, take-out, trading area, year founded, projected remodeling are arranged alphabetically by state. There is a geo-alphabetical menu index by style of cookery, a geo-alphabetical index by type of food service and an alphabetical index of restaurant and hotel/motel chains and trade names by city and state.

26. Engass, Peter M. Tourism and the Travel Industry: An Information Sourcebook. Phoenix: Oryx Press, 1988.
Provides a comprehensive and easily searched source of reference on the tourist and travel industry, its domestic and international aspects, economic and cultural impact planning, development and future. It is intended for use by business and management personnel, librarians and those in academic institutions that teach pre-professional and professional courses in that area.

27. A Guide to College Programs in Hospitality and Tourism: A Directory of CHRIE Member Colleges and Universities. New York: John Wiley & Sons, Inc., 1995.
College programs are listed by type of degree, by specialization and by location. Includes descriptions of program features, application procedures, student enrollment, admission and graduation requirements and accreditation. Also information on financial aid.

28. Herbote, Burkhard, ed. Worldwide Travel Information Contact Book. Detroit: Gale Research, 1994.
Country by country listing of 45,000 sources of information for the individual and business traveler, the tourist industry, travel trade press, researchers, and educators. Listed are travel associations, tourist information offices, government department and agencies embassies and consulates, sports and recreational contacts and more. Extremely useful resource.

29. Travel and Hospitality Career Directory. Hawthorne: Career Press, 1993.
Essays discuss breaking into the hotel and motel industry, working for a local travel and tourism board, becoming a travel agent, getting started in car rental, convention and meeting planning, working as a pilot and more.

30. Turner, Richard, ed. Who's Who in the Lodging Industry. Washington, D. C.: American Hotel & Motel Association, 1994.
Lists over 40,000 key lodging industry executives, consultants and suppliers.

31. World Tourism Organization. World Tourism Directory. Munich: K. G. Saur and Reed Travel Group, 1996.

Biennial. 55,000 addresses of tourist institutions, authorities, and associations from some 330 countries. Information arranged alphabetically by country and territory (including the new Eastern Europe) and within country by categories of interest. Each entry features full contact information - fax and Telex numbers when available. Issued in three parts: Europe; The Americas; and Africa, Middle East, Asia and Oceana.

INDEXES

32. Hospitality Index: An Index for the Hotel, Food service and Travel Industries. The Consortium of Hospitality Research Information Services, Washington, D. C.

Available only on CD-ROM since 1993. Literature guide to the Hospitality Industry. Over 70 journals indexed covering restaurant and hotel management and the tourist trade. Retrospective to 1988. Author, title, subject and abstract access.

33. Hotel & Travel Indexes.: Seacaucus: Reed Travel Group, 1996.

More than 45,000 hotels and resorts are listed nine major sections. Regional maps, time zones, flight times between principle cities, area maps, major holidays, currency, exchange rates are only a few of the subjects covered.

34. Consumer and Family Sciences Library and the Restaurant, Hotel, Institutional and Tourism Management Department of Purdue University. Lodging, Restaurant and Tourism Index. West Lafayette: Restaurant, Hotel and Institutional Management Institute, 1996.

Updated quarterly with annual cummulations. Indexes periodicals in the hospitality field.

STATISTICS

35. Food Service Numbers: A Statistical Digest for the Industry. Washington, D. C.: National Restaurant Association Research and Information Services Department, 1992.

Covers industry sales and purchases of food and beverages, consumer eating out behavior and attitudes, industry operating data and economic statistics. Valuable and useful research source on the Industry, its customers and its operating environment.

36. Hummert, Ellen. Lodging an Industry Overview. Murry Hill: Dun & Bradstreet, Inc., 1995.

Explores important trends and factors shaping the lodging industry as it inters the late 1990's. Designed for use the executives with the lodging industries. Covers occupancy rates, slowing of new hotel construction, impact of room taxes on hotel occupancy rates, some technological and financial trends, economic factors shaping the hotel industry and economic trends influenced by the hotel industry.

37. International Hotel Trends: A Statistical Summary. San Francisco: PKF Consulting, 1993.

Incorporates operational and financial data on hotels. Data included represent voluntary contributions by 3,000 accommodations establishments worldwide. Rates are given in dollars unless otherwise noted. Designed as a reference and a management or operational aid for hotels and agencies or associations involved in travel and tourism. Ratios and essays.

38. Travel Outlook Forum. 1996 Outlook for Travel and Tourism: Proceedings of the Twenty-first Annual Outlook Forum of the Travel Industry. Washington, D. C.: U. S. Travel Data Center, 1996.

Essays covering outlook for travel and tourism, economy accommodations, transportation, meetings and conventions, gaming and food service.

39. Restaurant Industry Operations Report. Washington, D. D.: National Restaurant Association, 1995.

Annual. Based on financial and operating data provided by members of the National Restaurant Association. Data has been compiled and presented by type of restaurant, location, sales volume and menu theme, among other characteristics. Report presents operating results as amounts per restaurant seat and as ratios to total sales which are t he most common bases used in the restaurant field.

40. Todd, Graham, and Sue Mather. The International Hotel Industry: Corporate Strategies and Global Opportunities. London; The Economist Intelligence Unit, 1995.

Report presents study of the business and competitive environment for the international Hotel industry. Examines the underlying market trends and demand determinants, identifies the main hotel companies and analyses their development strategies and comments on some of the key issues which will affect the industry's development over the next decade or so. Two parts: company profiles and analysis of the industry.

41. Trends in the Hotel Industry U. S. A. ed. San Francisco: PKE Consulting, 1995.

Statistical review incorporating operating and financial data on hotels and motels. Essays, ratios and statistics.